

WHAT IS CLAIMED IS:

1. A method for automatically detecting when an agent is available, comprising:  
entering an agent ID, by an agent at an agent station when the agent answers a routed  
call, the routed call requesting a call-back, the agent ID entered yielding DTMF tones

5 encoding the agent ID corresponding to the agent; and

detecting, by a telephony server, the DTMF tones resulted from the agent ID entered  
by the agent.

2. The method according to claim 1, further comprising:  
routing a call, prior to the entering, by a call center, as the routed call to the agent  
station, the routed call being placed based on a request from a user requesting the call-back.

3. The method according to claim 2, wherein the routing a call comprises:  
receiving, by a call center, a call from the telephony server;  
detecting, by the telephony server, the DTMF tones, and connecting the call to the  
user requesting the call-back.

4. The method according to claim 3, further comprising:  
receiving, by the telephony server, a request for the call-back issued by the user via a  
20 web page on a browser, the request comprising a telephone number, to be used for the call-  
back; and  
placing the call, by the telephony server, to the call center.

5. The method according to claim 4, further comprising:  
placing and bridging, by the telephony server, the call-back to the user based on the telephone number after detecting the DTMF tones.

5

6. A system for automatically detecting when an agent is available, the system comprising:

a call center;

at least one agent station connecting to at least one agent and the call center;

a telephony server for receiving a request for a call-back from a user, placing a call to the call center, detecting when an agent is available, and placing the call-back from the agent to the user.

7. The system according to claim 6, further comprising:

a user station from where the user issues the request for the call-back via a web page on the browser, the user station comprising a phone connecting to the telephony server, and an internet device, connecting to the browser.

8. The system according to claim 7, wherein

said internet device includes a personal computer.

9. A system, comprising:

a receiver for receiving a request from a user for a call-back;

a DTMF string generator for converting the request to a DTMF string;  
a transmitter for transmitting the DTMF string;  
a detector for detecting DTMF tones;  
5 a phone call bridge for placing and bridging the call-back.

10. The system according to claim 9, further comprising a storage for storing the information from the request.

11. A computer-readable medium having program code recorded thereon, which  
when read and executed by a computer, the computer is caused to:  
generate DTMF tones, at an agent station, based on an agent ID, entered by an agent at  
the agent station when the agent answers a routed call, the routed call requesting a call-back,  
the DTMF tones encoding the agent ID corresponding to the agent; and

detect, by a telephony server, the DTMF tones resulted from the agent ID entered by  
the agent.

12. The medium according to claim 11, wherein the code further causes the computer  
to route a call, by a call center, as the routed call, to the agent station, the routed call being  
placed based on a request from a user requesting the call-back.

13. The medium according to claim 12, wherein the code further causes the computer  
to:

receive a call from the telephony server connecting to the user;

idenitify, by the call center, the agent station to respond the call; and  
route the call to the agent station to generate the routed call.

14. The medium according to claim 13, wherein the code further causes the computer

5 to:

receive, by the telephony server, a request for the call-back issued by the user via a  
web page on a browser, the request comprising a telephone number, to be used for the call-  
back; and

place the call to the call center.

15. The medium according to claim 11, wherein the code further causes the computer  
to place and bridge the call-back to the user based on the telephone number after detecting the  
DTMF tones.